

<b>Committee(s):</b> Professional Standards and Integrity Committee  Police Authority Board	<b>Dated:</b> 4 June 2024  5 June 2024
<b>Subject:</b> Annual Review of Police Complaints Activity – 2022/23	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	Diverse engaged communities; dynamic economic growth; vibrant thriving destination
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N/A</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Town Clerk	<b>For Information</b>
<b>Report author:</b> Rachael Waldron, Police Authority Compliance Lead, Town Clerks in consultation with Det Supt Carly Humphreys / PC Ann Roberts, Professional Standards Directorate	

### **Summary**

This report provides an overview of complaints and allegations made about the City of London Police and the Action Fraud reporting service in 2022/23. There is a statutory requirement on specified local policing bodies to publish quarterly Independent Office for Police Conduct (IOPC) complaints data relating to their force, and the relevant IOPC annual statistics report (the most up to date being for 2022/23). Local policing bodies are also required to publish a narrative setting out how they are holding the relevant chief officer to account and an assessment of their own performance in carrying out their complaints handling functions. They are required to publish this information in a prominent place on their websites. The attached report, at Appendix 1, has been drafted with those obligations in mind.

### **Recommendations**

That members note the contents of the attached report, to be published on the City of London Police Authority website.

### **Main report**

#### **Background**

1. The Policing and Crime Act 2017 and supporting regulations made significant changes to the police complaints and disciplinary systems, which were designed to achieve a straightforward, more proportionate, and customer-

focused complaints system, focused on learning and improvement. These changes were implemented on 1 February 2020.

2. Reports of dissatisfaction, with the City of London Police are logged and assessed in line with Schedule 3 of the Police Reform Act 2002 and the Independent Office for Police Conduct (IOPC) Statutory Guidance 2020, with the City of London Police and the Police Authority (as the Local Policing Body for the City of London Police) responsible for handling the majority of complaints themselves.
3. The initial assessment and handling of complaints is undertaken by the City of London Police and can result in number of outcomes:
4. **Non-Schedule 3 or early service recovery.** The Professional Standards Directorate (PSD) of the City Police will make early contact with the complainant to understand their concerns and their dissatisfaction and, where the nature of their dissatisfaction allows, will try to resolve it to their satisfaction. This avoids a lengthier process of investigation and can provide a complainant with an early resolution, explanation or other satisfactory outcome. If at the end of this process, it cannot be resolved it may be dealt with as a formal complaint within Schedule 3.
5. **Schedule 3 Recorded** – IOPC Statutory Guidance stipulates where complaints must be recorded and those that must be investigated; these include the more serious matters. Complaints which do not require an investigation will be handled in a *reasonable and proportionate* manner to try to achieve an earlier resolution to the complainant's satisfaction, while others will be investigated formally. At the end of this process if the complainant remains dissatisfied with the outcome of the complaint they have a right of review by either the Local Policing Body or the IOPC, depending on the seriousness of the allegation.
6. **Referral to Independent Office for Police Conduct** – some complaints will be referred to the IOPC and they may decide to independently investigate or oversee a police investigation. The IOPC also monitor our complaints system. IOPC data covers these outcomes.

### **Report for 2022/23**

7. The report sets out complaints data for 2022/23 (which is already in the public domain on the IOPC website), a description of how the City of London Police Commissioner is held to account in terms of complaints, and an account of the Police Authority's own performance in terms of its responsibility to undertake complaints reviews. It also contains an explanation of how learning from the complaints processes is being embedded in the City Police.
8. For the City of London Police, IOPC data also includes complaints made about the national Action Fraud reporting service. The City of London Police Force received 594 complaints in 2022/23, of which 167 were about the local force and 427 were about the Action Fraud Service. This is broadly comparable to the position in 2021/22 (588 complaints, of which 137 were about the local force

and 451 were about Action Fraud). The complaints in 2022/23 contained a total of 666 allegations (a reduction of 2% compared to 2021/2022).

9. In terms of data capture, it should be noted that a complaint may contain multiple allegations, each of which can relate to the City of London Police as an organisation or concern one or more individuals. These can be updated during the handling of the complaint if additional factors become apparent.
10. In terms of complaint reviews, review panels formed under the auspices of the Professional Standards and Integrity Committee met on three occasions during 2022/23 to consider four cases. The average number of days taken to make determinations in these cases was 200 days (it was 197 days in 2021/22).
11. The commonest complaints, accounting for 537 (90%) of cases concerned delivery of duties and service, often relating to dissatisfaction around lack of updates or delays in responses, rather than concerns around police misconduct. Consequently the Professional Standards Directorate have introduced a number of processes to improve the efficiency, timeliness and quality of outcomes provided to complainants.

## **Improvements**

12. The commonest complaints, accounting for 537 (90%) of cases concerned delivery of duties and service, often relating to dissatisfaction around lack of updates or delays in responses, rather than concerns around police misconduct. Consequently the Professional Standards Directorate have introduced a number of processes to improve the efficiency, timeliness and quality of outcomes provided to complainants.
13. **Early service recovery:** In addition to the early service recovery now provided to complainants via the Professional Standards Office Manager, and wider Professional Standards Directorate Complaints Team, many complaints are being allocated directly to accountable Inspectors and Sergeants for resolution, to ensure proportionate responses are supplied with appropriate explanations and apologies to complainants.
14. **Development of Template Letters:** Complainant template letters have been further developed for use to ensure they remain fit for purpose and clearly sets out the rationale supporting decision making, no further action outcomes and signposting to alternative agencies outside the police complaints system where appropriate; who may be able to provide further assistance (I.e. Citizens advice, Ombudsman schemes and alternative professional services). This has helped to improve complainants understanding of the police complaints system overall.

15. **Scrutiny by the Police Authority:** Further work has also been undertaken by the Police Authority's Policy Officer to lead on the work and scrutiny functions provided by the Professional Standards and Integrity Committee.
16. **Monthly Review Panels by the PSI Committee:** In order to ensure that a timelier response can be provided to complainants following Review requests, the Police Authority's Compliance Lead has set monthly Review Panel dates for Members of the Professional Standards and Integrity Committee to meet and consider cases.
17. **Upskilling of Compliance Lead Role:** The Police Authority has continued to carry through a previous commitment to upskill the Compliance Lead (as part of their continual professional development training), which has included attendance to Statutory Workshops facilitated by the Independent Office for Police Conduct (IOPC); allowing for improved engagement opportunities with complainants and better quality Review outcomes of complex cases.
18. It is anticipated that complaints will continue to be progressed in a timely manner considering these changes.

**Rachael Waldron**

**Police Authority Compliance Lead**

## **Appendices**

- Appendix 1 – Annual Review of Police Complaints Activity 2022/23; Glossary of terms; IOPC Annual Complaints Data Statistics

## City of London Police – Complaints 2022/23

### Introduction

This is an annual report of complaints and allegations made about the City of London Police and its national Action Fraud reporting service in 2022/23. Legislation<sup>1</sup> requires local policing bodies to publish the most recent Independent Office for Police Conduct (IOPC) quarterly complaints data for their force and the IOPC annual statistics report<sup>2</sup>, alongside a narrative setting out how it is holding the chief officer to account, and its assessment of its own performance in carrying out its complaints handling functions.

A glossary of terms used in relation to police complaints is at Annex A to this Report.

### 2022/23 complaints data – At a glance

The City of London Police received **594 complaints** in 2022/23, of which **167** were about the local force and **427** were about the Action Fraud service\*. These complaints contained a total of **666 allegations\*\***.

The average time to log a complaint was **21 days** and the average time taken to contact a complainant was **17 days**. On average it took **50 days** to finalise cases falling outside of Schedule 3\*\*\*, and **77 days** to finalise Schedule 3 cases.

The commonest complaints – accounting for 537 (90%) of cases – were about deliveries of duties and service. Of the 4 cases reviewed by the local policing body 4 were not upheld (meaning the policing body concluded the complaint had been handled appropriately) but recommended that additional measures were taken to remedy the dissatisfaction expressed by complainants.

*\*The City of London Police operates the national Action Fraud reporting service, complaints about which are included in its totals in IOPC figures*

*\*\*Each complaint may contain one or more allegations*

*\*\*\*Some complaints can be resolved by early intervention. If this does not occur, it must be recorded and investigated in line with IOPC guidance, which is known as a 'Schedule 3' complaint.*

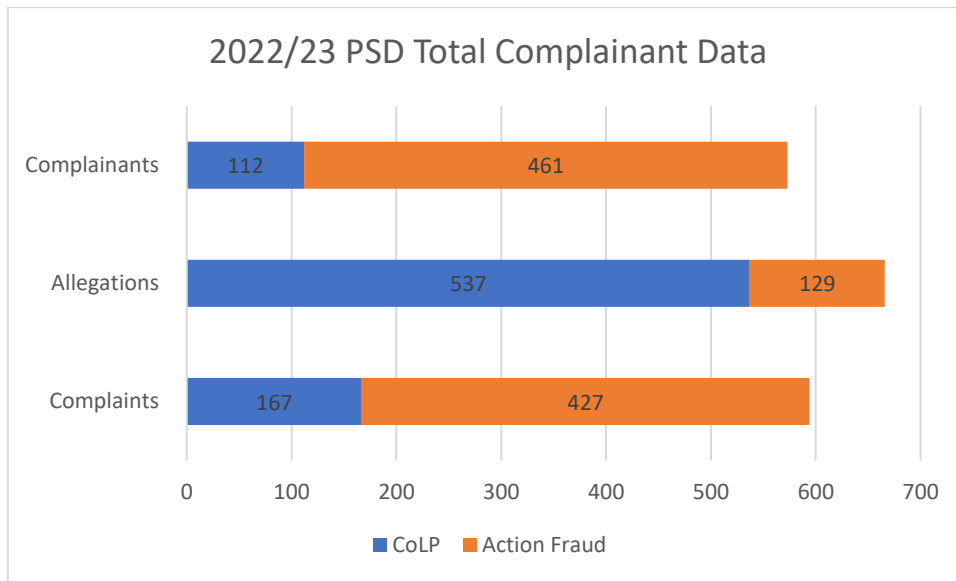
### City of London Police complaints 2022/23

**Chart 1** visualises the total volume of complaints, allegations, and number of complainants in 2022/23 and their split between the local City of London police service and national Action Fraud reporting service. It shows that the majority (c.70%) relate to the latter.

<sup>1</sup> See [here](#)

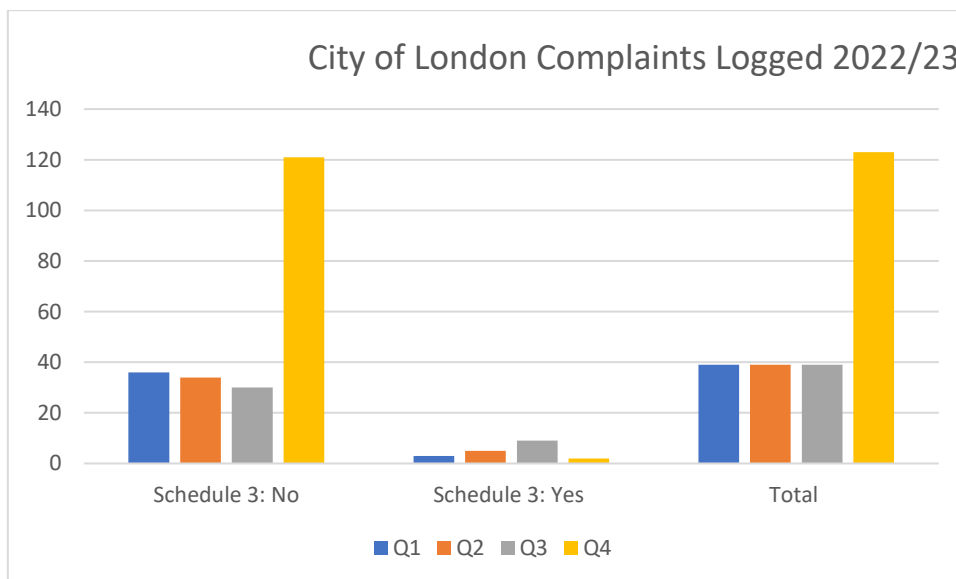
<sup>2</sup> Available [include link to relevant data attached as Annex 'X't to the report]

**Chart 1 – Total complaints Data**



**Chart 2** shows how many complaints against the local City of London police service were recorded under ‘Schedule 3’ in each quarter of 2022/23. ‘Schedule 3’ refers to complaints recorded and investigated in line with the Independent Office of Police Conduct’s statutory guidance. Some complaints may not require a detailed ‘Schedule 3’ enquiry to address, for example if someone wants explanation of an issue or to note a concern. In these cases a complaint is logged as ‘outside Schedule 3’. See Chapter 6 of [IOPC guidance](#) for full detail.

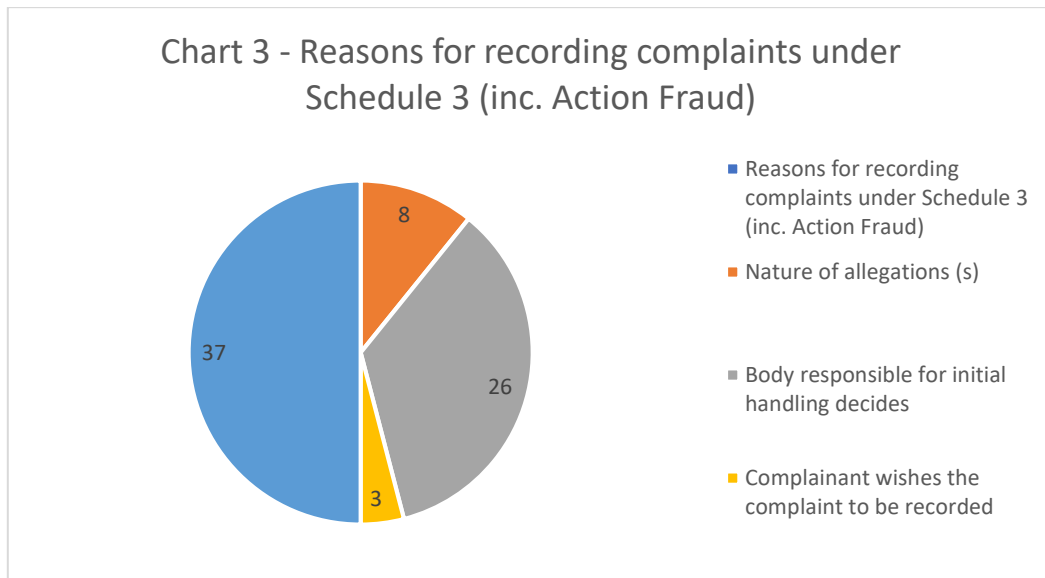
**Chart 2 – Breakdown of Schedule 3 and non-Schedule 3 complaints (exc. Action Fraud)**



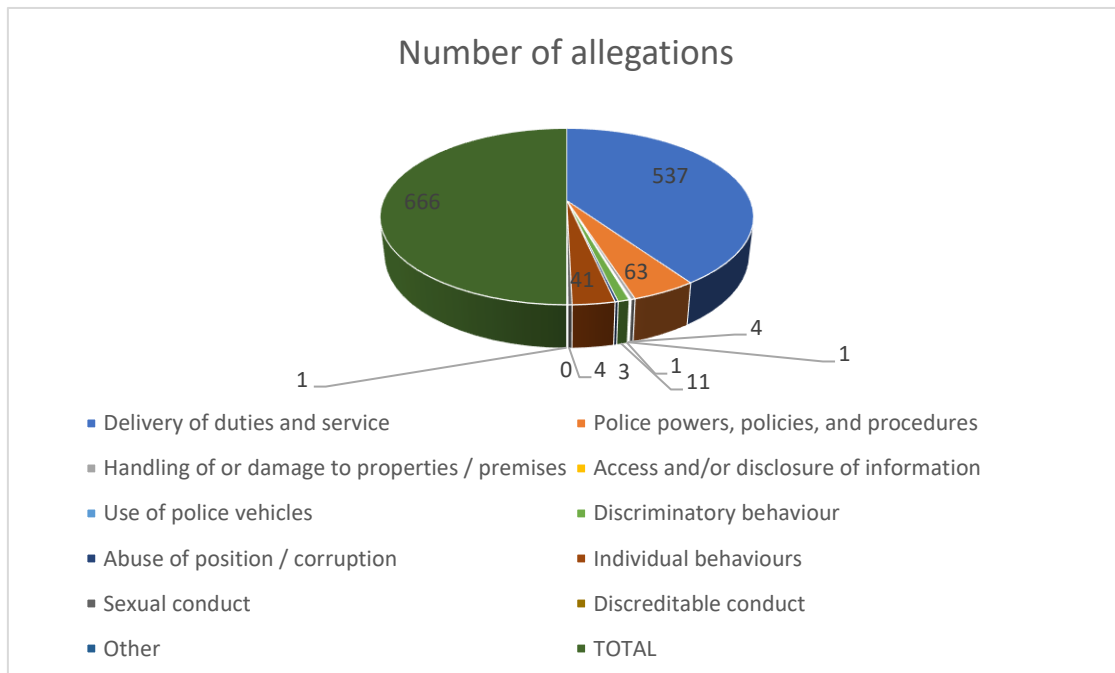
**Chart 3** shows why complaints were recorded as ‘Schedule 3’ by the City of London police. IOPC guidance (see link for Chart 2) sets out that complaints must be logged under Schedule 3 if a) the nature of allegations meets certain criteria of seriousness,

b) if the chief officer or local policing body decides it is appropriate to do so, c) the complainant requests it be logged as such. A complaint initially not logged under Schedule 3 may then be if initial handling does not resolve it to the complainant's satisfaction.

**Chart 3 – Reasons for recording complaints under Schedule 3 (inc. Action Fraud)**



**Chart 4** shows the breakdown of what types of allegations have been made against the City of London police. The following Table 1 shows the same information for additional clarity. **Chart 4 – Breakdown of allegations – what has been**

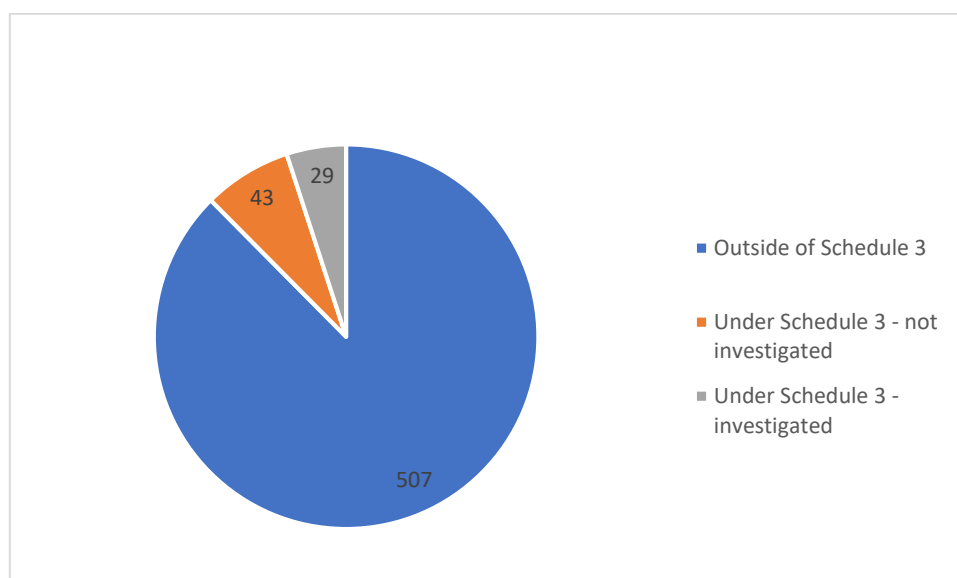


**complained about (inc. Action Fraud)**  
**Breakdown of allegations – what has been complained about in 2022/23**

Table 1 – Breakdown of allegations - 2022/23	
Category	Number of allegations
Delivery of duties and service	537
Police powers, policies, and procedures	63
Handling of or damage to properties / premises	4
Access and/or disclosure of information	1
Use of police vehicles	1
Discriminatory behaviour	11
Abuse of position / corruption	3
Individual behaviours	41
Sexual conduct	4
Discreditable conduct	0
Other	1
<b>TOTAL</b>	<b>666</b>

**Chart 5** shows how allegations were finalised (i.e. concluded). As set out for Chart 2, some complaints and allegations are not recorded under 'Schedule 3'. Not all complaints and allegations recorded as 'Schedule 3' must be investigated – for example if it is substantially the same as a complaint made previously. Chapter 10 [IOPC guidance](#) sets out when there is an is not a duty to investigate.

#### Chart 5 – Means by which allegations were finalised



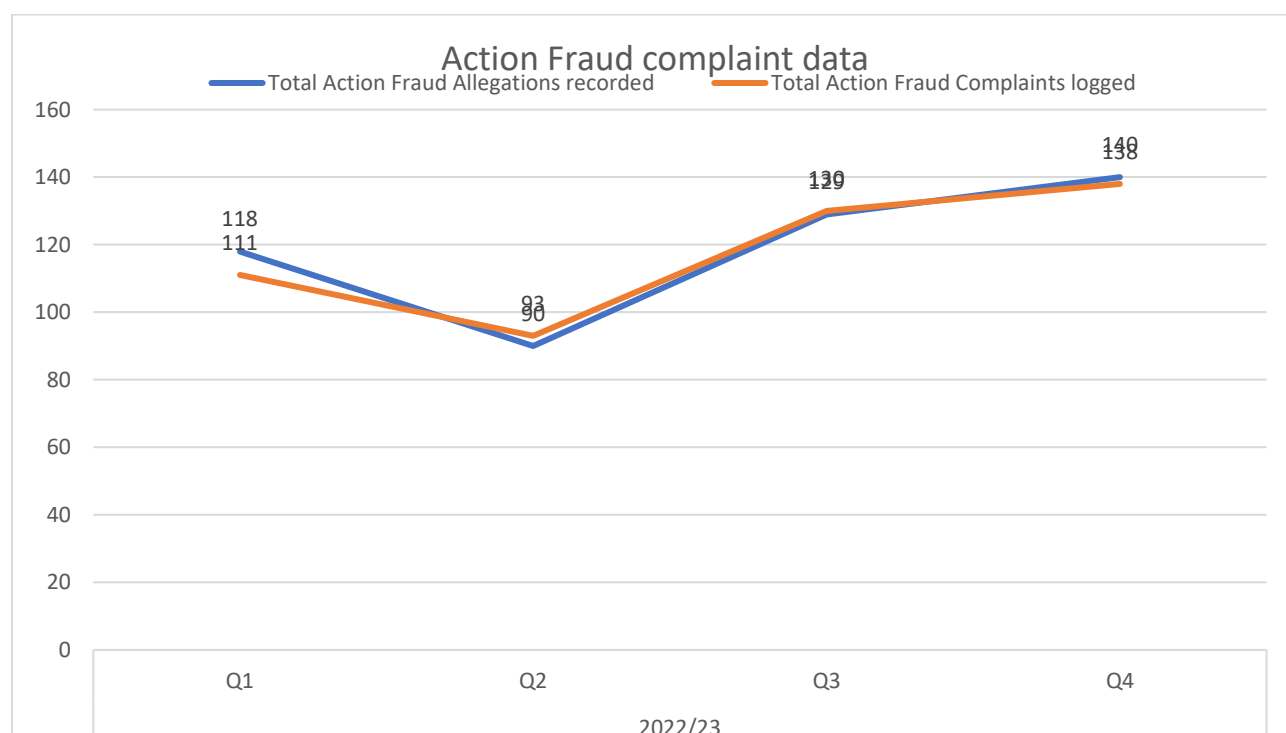


## Sub-section on Action Fraud complaints

The City of London Police is the National Lead Force for economic crime. As part of this role the City Police operate the Action Fraud service for reporting and recording fraud offences – since 2013 all reported offences are sent to Action Fraud.

Complaints about Action Fraud are included in IOPC data on complaints about the City of London Police

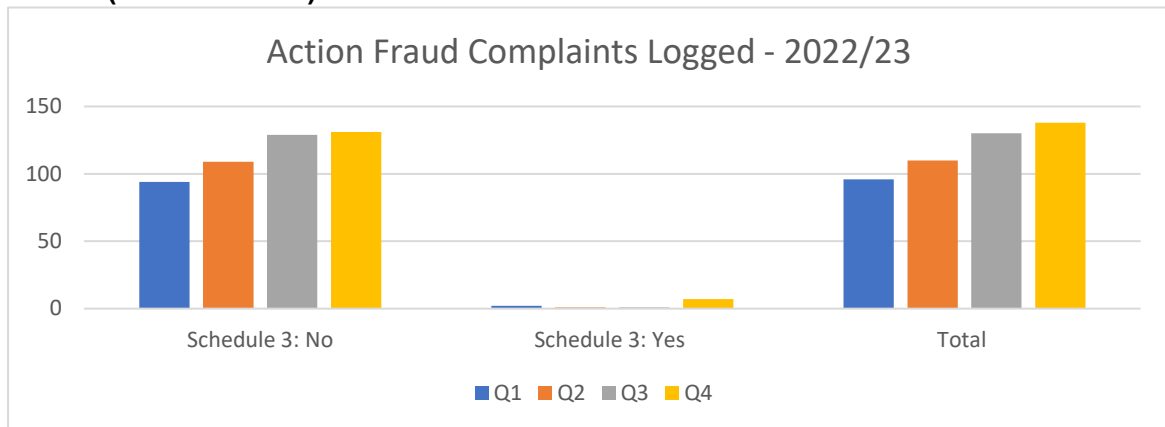
This sub-section provides a brief breakdown of complaints about Action Fraud, using internal data.



As set out in Chart 1 above, 71% of complaints and allegations received by the City of London Police relate to Action Fraud.

**Chart 6** shows the breakdown of 'Schedule 3' and 'non-Schedule 3' complaints about Action Fraud. Schedule 3' refers to complaints recorded and investigated in line with the Independent Office of Police Conduct's statutory guidance. Some complaints may not require a detailed 'Schedule 3' enquiry to address, for example if someone wants explanation of an issue or to note a concern. In these cases a complaint is logged as 'outside Schedule 3'. See Chapter 6 of [IOPC guidance](#) for full detail.

**Chart 6 – Breakdown of Schedule 3 and non-Schedule 3 complaints – Action Fraud (internal data)**

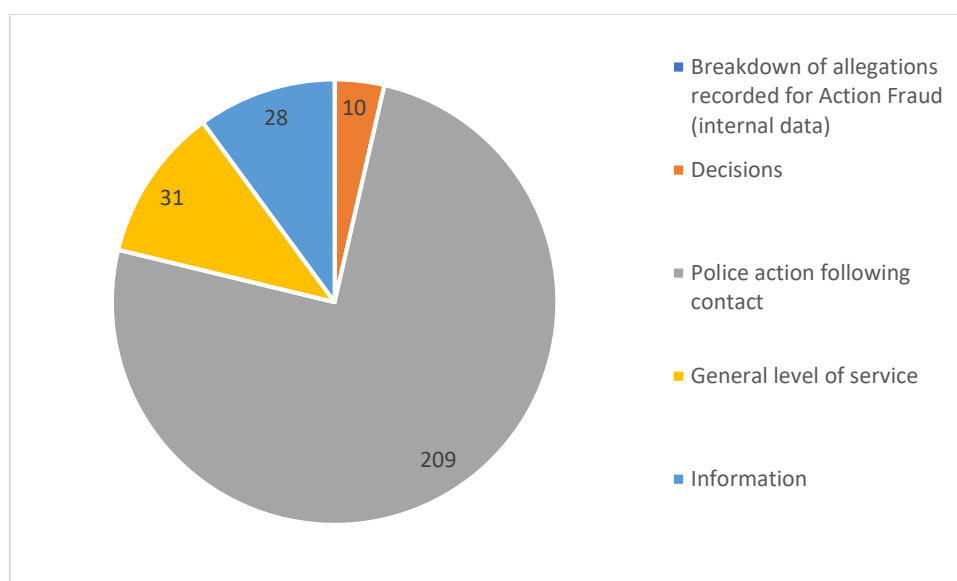


**Chart 7** shows the breakdown of types of allegations received about Action Fraud.

It is important to note that, while the majority of allegations are about a failure to investigate cases sent to Action Fraud (in 'decisions' category below), Action Fraud is solely a reporting service and does not have investigative responsibilities. Cases sent to Action Fraud are first assessed by the National Fraud Intelligence Bureau and, where appropriate, are disseminated to local police forces to consider an investigation.

The City of London Police now, as standard, provides complainants with details of relevant partners and stakeholders that may be better placed to address their complaint and recovery of money lost, which has resulted in increasing number of cases being resolved to the complainant's satisfaction.

**Chart 7 – Breakdown of allegations recorded for Action Fraud (internal data)**



The City of London Police is the National Lead Force within the UK for Economic Crime investigation and since April 2013, receives all reports of fraud reported across England and Wales through the 'Action Fraud' reporting process. Reports made to Action Fraud are passed to the National Fraud Intelligence Bureau (NFIB) for their assessment, and potential dissemination to local forces, for them to consider an investigation.

Complaints regarding the delivery of the Action Fraud service are included with the City of London Police data by the IOPC. The City of London Police Authority's Professional Standards and Integrity Committee (see below) has received separate reporting on the Action Fraud and City Police complaints data since September 2020. This has allowed a more focused approach to scrutinising the separate areas of complaints.

Most Action Fraud complaints are in relation to failure to investigate reports made to them. However, Action Fraud has no investigative responsibilities and complaints of this nature fall outside the remit of the police complaints system.

While the police complaints system is unable to be utilised by complainants to overturn a previous outcome decision to investigate a reported fraud, PSD has continued to provide detailed prevention advice to complainants, which ensures that complainants are supplied with details of relevant partners and appropriately routed to stakeholders that may be better placed to address their complaint and recovery of money lost. This has helped to ensure that complainants expectations about the service provided by Action Fraud can be appropriately managed.

It is expected that the new Action Fraud Service Replacement service will assist with generation of greater insights across fraudulent activity that can rapidly be shared to prevent victim impact at scale.

### **How the City of London Police Commissioner is held to account**

The Professional Standards and Integrity (PSI) Committee of the City of London Police Authority Board has responsibility for providing detailed oversight of professional standards in the City of London Police, including scrutiny of the City Police's handling of complaints and conduct matters. It is chaired by an external member of the City of London Police Authority Board. Members of this Committee also meet to determine complaints reviews received by the Police Authority (see below).

Further details on the overall work of this Committee can be found here: <https://democracy.cityoflondon.gov.uk/mgCommitteeDetails.aspx?ID=398>.

The outcome of the quarterly PSI Committee meetings is reported to the City of London Police Authority Board, which has the overall responsibility for holding the City of London Police Commissioner to account for running an effective and efficient police service.

During 2022/23, the PSI Committee received statistical updates on complaint cases and trends relating to (a) the nature of allegations in complaints, and (b) the means by which those allegations are resolved. The PSI Committee continues to perform a highly detailed scrutiny function to examine the casework of complaints logged by the City Police.

The PSI Committee has worked with the Detective Superintendent Professional Standards Department (PSD) of the City Police to ensure that the papers reviewed by Committee Members contain sufficient information to be able to assess whether an appropriate outcome was reached, while not unnecessarily revealing personal details of individuals involved or creating extra workload. In 2022/23, the Committee continued to look at matters of conduct; it received updates on all misconduct meetings and hearings which had been dealt with by the City Police.

The PSI Committee continues to support the City Police in ensuring themes identified in complaint or conduct cases are progressed as issues of organisational learning and embedded widely across the service. The PSD has also received an uplift of officers this year to address increases in both complaints and conduct matters. This growth will enable us to continue in providing a professional service to complainants.

Learning is central to the work of PSD. Complainants often express that they want the officer/organisation to acknowledge what went wrong and understand how the Force will ensure that similar issues will not happen again. The PSD Engagement Officer established excellent relationships throughout the Force during the period in question, sharing learning identified from PSD cases and matters of reputational importance. Reflective Practice has been immersed as a part of the learning culture the Police Regulations encourage.

The Organisational Learning Forum (OLF) in the City Police has an important role in terms of embedding learning in the Force. It is supported by tactical working groups focusing on custody, public order, stop and search and professional standards, to promote learning at a local level. The Professional Standards Directorate Working Group (PSDWG) is attended by the compliance officer from the City of London Corporation's Police Authority Team, representing the PSI Committee.

They attended meetings of the Professional Standards Directorate Working Group in 2022/23, engaged in refresher workshops facilitated by the IOPC with other South East area Offices of Police and Crime Commissioners, and provided the Committee with a digest of highlighted areas/themes of learning at these meetings.

### **The Police Authority Board's assessment of its own performance in carrying out its complaint handling function**

Since February 2020, local policing bodies have been responsible for making determinations on reviews of police complaints, which are appeals by the complainant where they feel the response they have received has not been handled in a reasonable or proportionate manner.

In the City of London, this responsibility is delegated to the Professional Standards and Integrity Committee of the Police Authority Board, whose members meet (in line with the established governance within the Corporation) to hold review panels to consider review applications received by the Police Authority.

The review panel consists of the Chair and two other members of the Professional Standards and Integrity Committee. The panel exists independently to review the handling of complaints and determine whether the complaint in question was dealt with reasonably and proportionately. It also considers any themes, trends and wider organisational learning which emerge from complaints.

The complaints review panel function is supported by the Compliance Lead within the Police Authority Team in the City of London Corporation, who handles the review process from start to finish. Their duties include the acknowledgement and assessment of review requests submitted to the Police Authority, administration of the review documentation, and drafting a report of recommendations to the review panel for each case, based on consideration of the relevant documentation.

All review requests submitted to the Police Authority are assessed against the criteria outlined in the IOPC statutory guidance for police complaints.

#### Reviews considered in 2022/23

During 2022/23, the complaints review panel met on three occasions to consider four cases. The breakdown of the cases was as follows:

<b>Outcomes of reviews by Local Policing Body:</b>	Upheld	Not Upheld
Reviews completed	0	4
<b>Subject matter of cases</b>		
Police Powers, policies and procedures		

There is no statutory timescale for reviews to be completed under the IOPC statutory guidance. Nevertheless, the Police Authority recognises the importance of completing reviews in as timely a manner as practicable. There are, however, several factors which may cause a delay in the completion of a review request. These can include complexity of the case, and the necessity to make further enquiries with the force and/IOPC or the complainant, including reviewing police statements and Body Worn Video footage.

In 2022/23, requests for reviews were acknowledged 28 days of receipt. The average number of days taken for the review panel to make determinations on cases during this period was 200 days.

#### Themes

Three main themes emerged from complaint reviews submitted to the City of London Police Authority in 2022/23, which mirrored those which emerged in the preceding year:

i) *Perceptions of an inadequate service provided by the City of London Police:*

This includes expressions of dissatisfaction from complainants across the initial handling of a complaint submitted (i.e., delayed engagement from the force to the complainant to discuss proportionate measures to resolve the matter reported). Complainants have often referred to a lack of '*basic scoping/assessment of the facts*' in relation to complaint dissatisfaction; suggesting that improved scoping exercises to establish the facts could have led to different complaint outcomes.

ii) *Greater acknowledgement of the emotional/financial impact of police decisions on complainants:*

Particularly across complaints that allege a disproportionate or unfair use of police powers, policies and procedures (i.e., police vehicle stops, use of force, stop and search, arrest and detention). Complainants have often described the personal impact encountered as a result of their experience with the complaints process; frequently highlighting how resource intensive it is to take a police complaint forward.

iii) *Seeking appropriate reassurance that learning emerges from dissatisfaction and leads to fewer repeat incidents* – complainants have often cited a lack of acknowledgement from the force, on 'what went wrong' (across the handling of their complaint) suggesting that the force were dismissive or demonstrated a reluctance to use their complaint as an opportunity to identify lessons or areas of improvement.

These themes have been feedback directly to the Professional Standards Directorate Complaints Team, Professional Standards Directorate Engagement Officer and Working Group

Collectively these teams have continued to work extensively across the force, to address poor service as learning and encouraged more consistent use of continuous professional development and reflective review practice (a non-disciplinary processes). This process has enabled officers and line management opportunities to better understand complainants concerns and dissatisfaction; and identify key solutions to prevent future reoccurrences.

***Signposting by the Police Authority:*** Complainants have been reminded about the Police Authority's remit in relation to the complaints system (i.e. to determine whether a reasonable and proportionate outcome was provided in respect to the handling of their complaint). Where appropriate, the Police Authority signposts complainants to alternative professional bodies outside the police complaints system that may be able to provide further impartial advice across a wide range of matters, such as the Citizens Advice Bureau and the Financial Conduct Authority.

In addition, any dissatisfied complainant is advised on their legal right to seek judicial review via an application to the High Court. No such applications were made during 2022/23.

## Conclusion

The complaints picture for the City of London Police in 2022/23 is broadly comparable than for 2021/22, with a small increase in the total number of complaints and a small drop in the number of allegations. There was an increase in the number of complaints about the City Police's local policing responsibilities in 2022/23, which may be linked to a widening in the definition of a complaint to '*any expression of dissatisfaction*' which has helped to improve accessibility of the complaints system. It may also be symptomatic of the national picture of questions about the public's trust and confidence in policing.

While Action Fraud continues to generate a greater volume of complaints than the City of London Police's local policing responsibilities, it continues to account for a very small proportion of the total volume of Action Fraud incidents reported. In Q4 of the 2022/23 financial year Action Fraud (AF) recorded 132,224 reports on the National Fraud Database consisting of 85,359 crime reports and 46,865 information reports. The complaint figures (total) represent 0.10% of the total number of Action Fraud reports recorded in Q4.

For the most part, the top 5 allegation categories have also remained fairly consistent across 2021-23. However, there are several proactive steps in train to reduce complaints in this area which include: a Professional Standards Directorate Working Group and Professionalism newsletter, *enhanced Stop and Search/Use of Force Training and broadening of CoLP's Inclusivity Programme* (i.e. Training on Mentivity, Unconscious Bias, Active Bystander); and monthly PSD briefings with directorate heads and engagement leads to communicate specific learning and feedback across teams.

It is notable however, that the average time taken to log complaints, contact complainants and finalise cases via methods outside investigative measures has increased in contrast, which may indicate that the force has taken further steps to address the root cause of complaint dissatisfaction. Particularly by widening scoping activity and allocating complaints to subject matter experts in force to ensure that complaints are dealt with proportionately and diligently.

It should be noted that the average time taken to finalise complaints inside Schedule 3, has also increased. This may indicate that complaints have become more complex to investigate, particularly in circumstances where dissatisfaction relates to the conduct of persons serving with the police; as multiple allegations can be contained within a single complaint.

Additionally, taken together with the IOPC's direction to build public confidence; and calls for more action to improve how complaints are handled by police forces following inquiries such The Baroness Casey Review and The Angiolini Inquiry, there have been notable increases in complaints nationally that indicate members of the public are increasingly willing to raise their concerns. It is likely that this pattern will

continue as police culture and broader concerns surrounding women's safety in public continue to be examined in forthcoming Parts of the Angiolini review.

The Authority recognises that continued improvements are required to deliver a more customer focused approach to complaint handling. This approach should be one that engages, prioritises listening and effectively resolves dissatisfaction in a timely manner.

Doing so will help to support the Police Authority with its ambitions to be an effective oversight body, that supports the delivery of the Police Authority Board's Policing Plan; and provides a complaints system that the public can have full confidence in.

To this extent further work has been undertaken to improve the timeliness of independent complaint reviews; and strengthen the way the Authority discharges its responsibilities in respect to complaint handling and management of misconduct proceedings.

It should be noted that Police Complaints training has been completed by wider members of the Police Authority Team, and to all Members of the Professional Standards and Integrity Committee, providing better overall resilience across the police complaints system.



## Annex A: glossary of terms

**Allegation:** An allegation may concern the conduct of a person or persons serving with the police or the direction and control of a Police force. It is made by someone defined as a complainant under the Police Reform Act 2002 (see 'complainant' below). An allegation may be made by one or more complainants. A complaint case may contain one or many allegations. For example, a person may allege that they were pushed by an officer and that the officer was rude to them. This would be recorded as two separate allegations forming one complaint case. An allegation is recorded against an allegation category.

**Chief officer:** 'Chief officer' is a collective term that refers to the heads of police forces (chief constables for all forces except the Metropolitan Police and City of London Police, which are each headed by a commissioner).

**Complainants:** Under the Police Reform Act 2002, a complaint may be made by:

- a member of the public was adversely affected by the matter complained about, or is acting on behalf of someone who was adversely affected by the matter complained about
- a member of the public who claims to be the person in relation to whom the conduct took place
  - claims to have been adversely affected by the conduct
  - claims to have witnessed the conduct, or
  - is acting on behalf of someone who satisfies one of the above three criteria
- a member of the public can be said to be a witness to the conduct if, and only if: they have acquired their knowledge of the conduct in a manner which would make them a competent witness capable of giving admissible evidence of that conduct in criminal proceedings, or

- they possess or have in their control anything that could be used as admissible evidence in such proceedings

- a person acting on behalf of someone who falls within any of the three categories above. This person would be classed as an 'agent' or 'representative' and must have the written permission of the complainant to act on their behalf. A person is 'adversely affected' if they suffer distress or inconvenience, loss or damage, or are put in danger or at risk by the conduct complained of. This might apply, for example, to other people present at the incident, or to the parent of a child or young person, or a friend of the person directly affected. It does not include someone distressed by watching an incident on television.

One complaint case can have multiple complainants attached to it and one individual can make more than one complaint within the reporting year.

**Subjects:** Under the Police Reform Act 2002 (PRA 2002), complaints can be made about persons serving with the police as follows:

- Police officers of any rank
- Police staff, including community support officers and traffic wardens
- Special Constables

Complaints can also be made about contracted staff who are designated under section 39 of the PRA 2002 as a detention officer or escort officer by a chief officer.

### **Complaint recording**

**Complaint case:** A single complaint case may have one or more allegations attached to it, made by one or more complainants, against one or more persons serving with the police.

Changes to the Police Complaint & Conduct regulations in 2020 placed a greater emphasis on handling complaints in a *reasonable and proportionate* way and in a more customer focused manner.

Reports of dissatisfaction are logged and assessed in line with Schedule 3 of the Police Reform Act 2002 and IOPC Statutory Guidance 2020 and this assessment can result in one of a number of outcomes;

**Non-Schedule 3 or early service recovery.** PSD will make early contact with the complainant to understand their concerns and their dissatisfaction and, where the nature of their dissatisfaction allows, will try to resolve it to their satisfaction. This avoids a more lengthy process of investigation and can provide a complainant with an early resolution, explanation or other satisfactory outcome. If at the end of this process, it cannot be resolved it may be dealt with as a formal complaint within Schedule 3.

**Schedule 3 Recorded** – IOPC Statutory Guidance stipulates where complaints must be recorded and those that must be investigated; these include the more serious matters. Complaints which do not require an investigation will be handled in a *reasonable and proportionate* manner to try to achieve an earlier resolution to the complainant's satisfaction, while others will be investigated formally. At the end of this process if the complainant remains dissatisfied with the outcome of the complaint they have a right of review by either the Local Policing Body or the IOPC, depending on the seriousness of the allegation.

**Referral to Independent Office for Police Conduct** – some complaints may be referred to the IOPC and they may decide to independently investigate or oversee a police investigation. The IOPC also monitor our complaints system.

### Investigations:

- Local investigations: Are carried out entirely by the police. Complainants have a right of appeal to the relevant appeal body following a local investigation.
- Supervised investigations: Are carried out by the police under their own direction and control. The IOPC sets out what the investigation should look at (which is referred to as the investigation's 'terms of reference') and will receive the investigation report when it is complete. Complainants have a right of appeal to the IOPC following a supervised investigation.

### Investigation outcomes:

Where a complaint has been investigated but the investigation has not been subject to special procedures, or a complaint has been handled otherwise than by investigation, the outcome of the complaint should include a determination of whether:

- the service provided by the police was acceptable
- the service provided by the police was not acceptable, or
- we have looked into the complaint, but have not been able to determine if the service provided was acceptable

### **Reflective Practice Review Process:**

Practice Requiring Improvement (PRI) is an appropriate outcome within Police Regulations for low level matters of complaint or conduct following a PSD investigation. The Reflective Practice Review Process (RPRP) is the process undertaken by officers to reflect upon their involvement and review the practice that requires improvement. Where a matter is raised or identified internally and does not reach the threshold for PSD investigation or disciplinary action, it should be handled locally by line managers and supervisors under RPRP. The process should be a clear focus on reflection, learning

from mistakes and focusing on actions / development to improve and, where necessary, put the issue right and prevent it from happening again. RPRP should be used for low-level intervention and performance issues that do not warrant a written warning or above or Unsatisfactory Performance Procedures (UPP).

**Gross Misconduct:** A breach of the Standards of Professional Behaviour so serious that dismissal would be justified.

**Misconduct:** A breach of the Standards of Professional Behaviour

**Misconduct Hearing:** A type of formal misconduct proceeding for cases where there is a case to answer in respect of gross misconduct or where the police officer has a live final written warning and there is a case to answer in the case of a further act of misconduct. The maximum outcome at a Misconduct Hearing would be dismissal from the Police Service.

**Misconduct Meeting:** A type of formal misconduct proceeding for cases where there is a case to answer in respect of misconduct, and where the maximum outcome would be a final written warning.

**Sub judice:** After recording a complaint, the investigation or other procedure for dealing with the complaint may be suspended because the matter is considered to be sub judice. This is when continuing the investigation / other procedure would prejudice a criminal investigation or criminal Proceedings. There are a number of factors Police forces should consider when deciding whether a suspension is appropriate. The complainant must be notified in writing when the investigation / other procedure into their complaint is suspended and provided with an explanation for the decision. A complainant has the right to ask the IOPC to review that decision.

**Withdrawn:** A complainant may decide to withdraw one or more allegations in their complaint or that they wish no further action

to be taken in relation to their allegation/ complaint. In this case, no further action may be taken with regard to the allegation/ complaint.

### **Police Terminology**

**AA:** Appropriate Authority

**ANPR:** Automatic Number Plate Recognition

**ATOC:** (Association of Train Operating Companies) agreements.

To be authorised to travel within the ATOC agreement warranted officers must sign to join the scheme and an agreed amount is taken from their wages at source. When they begin working at CoLP officers are provided with a warrant card which previously permitted travel on the over ground trains within a specific region in the south east of the UK. As long as the warrant card did not have the words 'Not for Travel' across it officers were considered to be in the ATOC agreement. This has since changed and officers now receive a Rail Travel card to be shown alongside their warrant card to confirm they are in the agreement.

Other forces have similar schemes including Essex Police who issues their officers in the agreement with a travel card. This has to be shown with a warrant card. With both CoLP and Essex Police when officers leave the force they are required to hand back both their warrant and travel cards. If they are transferring forces and required to travel by train the expectation would be that they would buy a train ticket on their first day before their new warrant card and now travel card are issued.

**BWV :** Body Worn Video

**CAD:** Computer Aided Dispatch

**CCJ:** County Court Judgement

**DPS:** Directorate Professional Standards (Metropolitan Police Service)

**DSI:** Death or Serious Injury

**ECD:** Economic Crime Directorate

**FI:** Financial Investigator

**HCP:** Health Care Professionals

**IOPC:** Independent Office of Police Conduct

**LP:** Local Policing

**MIT:** Major Investigation Team

**MPS:** Metropolitan Police Service

**NFA:** No Further Action

**NLF:** National Lead Force

**NUT:** National Union of Teachers

**PCO:** Public Carriage Office

**PHV:** Private Hire Vehicle

**PMS:** Property Management System

**PNC:** Police National Computer

**POCA:** Proceeds of Crime Act

**PRI:** Practice Requiring Improvement

**P&T:** Professionalism and Trust

**SAR:** Subject Access Request

**SAR:** Suspicious Activity Report

**SIO:** Senior Investigating Officer

**SOP:** Standard Operating Procedure

**SO:** Specialist Operations

**STOT:** Safer Transport Operations Team

**TFG:** Tactical Firearms Group

**TfL:** Transport for London

**TPH:** Taxi and Private Hire

**Table 1** sets out full detail of IOPC data on complaints and allegations against the City of London Police in 2022/23. It is presented alongside national averages but please note that City of London IOPC data includes complaints and allegations made about the Action Fraud reporting service, which means volumes and response times are not necessarily directly comparable. Please see the section on Action Fraud complaints below for further information.

<b>Table 1 – City of London Police complaints data 2022/23</b>		
<b>Metric</b>	<b>CoLP Data*</b>	<b>National average</b>
Number of complaints logged (of which Action Fraud)	594 (427)	81,142
Number of complaints logged per 1,000 employees	411	329
Number of allegations logged (of which Action Fraud)	666	134,952
Number of allegations logged per 1,000 employees	461	547
Average time taken to log complaint	21 days	5 days
Average time taken to contact complainant	17 days	5 days
Number of complaint cases finalised – outside Schedule 3	448	1096
Number of complaint cases finalised – inside Schedule 3	76	694
Average time taken to finalise complaint – outside Schedule 3	50 days	19 days
Average time taken to finalise complaint – inside Schedule 3	77 days	132 days
Applications for review received by IOPC – investigated	1	803
Applications for review received by IOPC – not investigated	2	1188
Number of allegations finalised by investigation under Section 3 – investigated (not subject to special procedures)	23	15536
Number of allegations finalised by investigation under Section 3 – investigated (subject to special procedures)	6	1562
Average time taken to finalise allegations – outside Schedule 3	25	16
Average time taken to finalise allegations – not investigated under Schedule 3	53	98
Average time taken to finalise allegations – by local investigation under Schedule 3	180	159
<i>*Note that figures for the City of London include complaints and allegations about Action Fraud. This means they are not directly comparable to other forces data.</i>		